



## **AMERICAN CITIZEN SERVICES ASSISTANT (TEMPORARY)**

The U.S. Consulate in Melbourne is seeking an individual for the position of American Citizen Services (ACS) Assistant (Temporary) in the Consular Section.

Salary: \$63,210 p.a. pro rata

Hours: Full-time, 40hrs/week.

Length of Hire: Appointment not to exceed January 24, 2012

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED UNRESTRICTED WORK AND/OR RESIDENCY PERMITS WITH 12 MONTHS VALIDITY TO BE ELIGIBLE FOR CONSIDERATION.

**All applicants must address the selection criteria detailed below with specific and comprehensive information supporting each item.**

1. Completion of secondary school (Year 12) is required.
2. At least 2 years experience in dealing with the public in administrative or government service roles is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Keyboard/data entry skills and a sound working knowledge of Microsoft applications (Word, Excel, Powerpoint, Outlook/Email) are essential.

For further information and the selection criteria please refer to the [duties and responsibilities statement](#).

Forward letter, response to the selection criteria, and resume to the Regional Human Resources Office, American Embassy, Moonah Place, Yarralumla, ACT 2600 or via email to: [usaembrhro@state.gov](mailto:usaembrhro@state.gov) by **November 13, 2012**.

Hand delivered applications cannot be accepted. Offers of employment are subject to medical and security clearances.

**Note:** *Only short listed applicants will be contacted regarding the next phase of the selection process. To those applicants not short listed, we extend our appreciation for considering the US Government as a potential employer.*

The U.S. Government is an Equal Opportunity Employer and maintains a drug free work environment.

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**POSITION TITLE: AMERICAN CITIZEN SERVICES  
ASSISTANT (TEMPORARY)**

**POSITION GRADE LE-7  
(STARTING SALARY A\$63, 210 P.A.  
PRO RATA)**

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**DUTIES AND RESPONSIBILITIES**

**Basic Function of the Position**

The American Citizen Services (ACS) Assistant provides operational support in the specialized areas of U.S. Passports, acquisition and loss of U.S. citizenship, births, deaths, and special American citizen services.

**Major Duties and Responsibilities**

In accordance with Consular Affairs procedures, prepares to the point of Consular Officer's signature, applications for emergency U.S. Passports and reports of birth abroad. Collects prescribed fees for all passport and citizenship services. Data processes information in post's American Citizen Services (ACS+) system and ensures name check clearances. Prints emergency U.S. passport and certificates of birth abroad. Prepares U.S. passport applications for electronic transmittal to the National Passport Center. Maintains ACS passport correspondence files in accordance with the Department's guidelines and post policy.

**ACS Communication Support:**

Assists at the ACS windows during public hours. Communicates by telephone and corresponds with U.S. citizens for registration passport issuance, reports of birth abroad, and other ACS consular services. Assists with routine telephone calls to the ACS section during public phone hours and is responsible for follow through action with ACS-specific documentation either by mail, email attachment or fax. When rostered, assists with collection, security clearance, sorting, and handling out the section's mail. Drafts correspondence of a routine nature when required in individual cases.

**General Duties:**

Assists with Special Consular Services: Routine Death, Welfare & Whereabouts cases, documentation relating to U.S. voting, and collection of ACS statistics for the yearly consular package. Performs other tasks as assigned by the Consular Chief, Chief of the American Citizen Services Unit, or the LES Supervisor.

### **Selection Criteria**

All applicants **must** address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. Completion of secondary school (Year 12) is required.
2. At least 2 years experience in dealing with the public in administrative or government service roles is required.
3. Level 4 (Fluent) written and spoken English is required. This will be tested.
4. Keyboard/data entry skills and a sound working knowledge of Microsoft applications (Word, Excel, Powerpoint, Outlook/Email) are essential.

### **SELECTION PROCESS**

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

6. The candidate must be able to obtain and hold a Sensitive But Unclassified security clearance.

## **TO APPLY**

Interested applicants for this position must submit the following for consideration of the application:

Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or

A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix below); or

A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus

Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application

Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

## **SUBMIT APPLICATION TO**

U.S. Consulate General  
Level 6, 553 St Kilda Road  
Melbourne VIC 3004

## **THE DEADLINE FOR APPLICATIONS IS NOVEMBER 13, 2012**

The U.S. Mission in Australia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

US Mission Australia maintains a drug free work environment.

## **APPENDIX**

**If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.**

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, provide Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References